

call data signals indicative of called number identification data (DNIS), said process including the steps of:

receiving said call data signals indicative of called number identification data automatically provided by the communication system (DNIS) including a called number dialed by individual callers to select a specific operating format from a plurality of operating formats within said operations of the interface;

providing verbal prompts to callers to said specific operating format;

receiving data for callers to said specific operating format from said remote terminals in response to said verbal prompts;

providing a data base computer to store received data for callers to update callers' files that maintain a historical record for each caller, the received data stored in a form having an identifiable relationship to each caller and for use in subsequent processing, the data base computer including verification means for credit verification of said callers to said specific operating format, based on said data received for callers to said specific operating format.

33. (Amended) A process for controlling operations of an interface with a telephonic communication system including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a central capability to automatically provide call data signals indicative of called number identification data (DNIS) said process including the steps of:

receiving said call data signals indicative of called number identification data automatically provided by the telephonic communication system (DNIS) including a called number dialed by individual callers to select a specific operating format from a plurality of operating formats within said operations of the interface;

providing verbal prompts to said callers to said specific operating format from a plurality of predetermined messages and for receiving data from said callers to said specific operating formats in response to verbal prompts; and

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providing a data base computer for storing said data [from] for said callers received in accordance with [to] said specific operating format in a form having an identifiable relationship to each caller, said data stored to update a file for each of said callers that maintains a historical record for each caller and is used for subsequent processing, said data base computer further including a credit verification means, and wherein the data base computer automatically accesses the credit verification means for credit verification of said callers based on said data received from said remote terminal apparatus.

D3 Sub F3 36. (Amended) An analysis process for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said communication facility has a capability to automatically provide calling number identification data for at least certain of said individual callers, said analysis control system comprising:

providing verbal prompts to callers;

receiving data for callers from said remote terminals in response to said verbal prompts;

providing a data base computer to receive said data for callers and storing the same in a form having an identifiable relationship to each caller, the data base computer maintaining a record with historical data on each of the callers including name and address data and the data base computer including verification means for credit verification of said caller based on said data received for callers including credit card number and expiration date data; and

testing said calling number identification data to specify a basis for entitlement defining a limit on use, for restricting the extent of access to said system for a respective one of said certain of said individual callers.

D4 Sub F4 40. (Amended) An analysis control process for use with a communication facility including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input

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means in the form of an array of alphabetic numeric buttons for providing data and wherein said communication facility has a capability to automatically provide calling number identification data for at least certain of said individual callers, said analysis control system comprising:

providing verbal prompts to said callers from a plurality of predetermined messages and receiving data from said callers in response to verbal prompts;

providing a data base computer for storing said data from said callers to update a historical record for each caller including name, address and prior transaction data relating to the caller in a form having an identifiable relationship to each caller, said data base computer further including a credit verification means, and wherein the data base computer automatically accesses the credit verification means for credit verification of said callers based on said data received from said remote terminal apparatus; and

testing said calling number identification data to specify a basis for entitlement defining a limit on use, for restricting the extent of access to said system for a respective one of said certain of said individual callers.

41. (Amended) A process for controlling operations of an interface with a telephonic communication system including remote terminals for individual callers, wherein each of said remote terminals comprises a telephonic instrument including voice communication means and digital input means in the form of an array of alphabetic numeric buttons for providing data and wherein said telephonic communication system has a central capability to automatically provide call data signals indicative of called number identification data (DNIS) and calling number identification data, said process including the steps of:

receiving said call data signals indicative of called number identification data automatically provided by the communication system (DNIS) including a called number dialed by individual callers to select a specific operating format from a plurality of operating formats within said operations of the interface;

providing verbal prompts to callers to said specific operating format;

receiving data for callers to said specific operating format from said remote terminals in response to said verbal prompts;

storing said data with an identifiable relation to each caller to update a historical record on each caller for subsequent processing;

testing said calling number identification data to specify a basis for entitlement
defining a limit on use, for restricting the extent of access to said system for a respective
one of said certain of said individual callers

performing a credit verification on each caller based on data received for callers;
and

**[testing said calling number identification data to specify a basis for
entitlement defining a limit on use, for restricting the extent of access to said system
for a respective one of said certain of said individual callers].**

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42. (Amended) An analysis process for use with a communication facility including
remote terminals for individual callers, wherein each of said remote terminals comprises a
telephonic instrument including voice communication means and digital input means in the form
of an array of alphabetic numeric buttons for providing data and wherein said communication
facility has a capability to automatically provide calling number identification data for at least
certain of said individual callers, said analysis control system comprising:

providing verbal prompts to callers;

receiving data for callers from said remote terminals in response to said verbal
prompts;

storing said data for callers with an identifiable relationship to each caller to
update a historical record on each caller including name, address and prior transaction
data relating to the caller;

testing said calling number identification data to specify a basis for entitlement
defining a limit on use, for restricting the extent of access to said system for a respective
one of said certain of said individual callers

performing a credit verification on each caller based on data received for callers.

[; and

**testing said calling number identification data to specify a basis for entitlement
defining a limit on use, for restricting the extent of access to said system for a respective
one of said certain of said individual callers.]**